

## EXIT SURVEY

**1. REASON FOR ISSUE:** To establish a new Department of Veterans Affairs (VA) standardized exit survey process.

**2. SUMMARY OF CONTENTS:** This directive sets forth the policies and responsibilities for implementing the exit survey process. The purpose of the exit survey is to provide voluntarily separating employees the opportunity to communicate their reasons for leaving. The information will assist VA in identifying methods to improve employee retention. The directive contains:

- a. Requirement that exit surveys be voluntary and available to voluntarily separating employees;
- b. Description of program components;
- c. Description of procedures and requirements for exit surveys; and
- d. Responsibilities for implementing and managing the exit survey process.

**3. RESPONSIBLE OFFICE:** Office of the Deputy Assistant Secretary for Human Resources Management (05).

**4. RELATED HANDBOOK:** None.

**5. RESCISSION:** Subparagraph 6.c. of Part VI of VA Handbook 5021

**CERTIFIED BY:**

**BY DIRECTION OF THE SECRETARY  
OF VETERANS AFFAIRS:**

/s/

/s/

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Assistant Secretary for  
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Distribution: Electronic Only

## EXIT SURVEY

**PURPOSE.** This directive sets forth the policies and responsibilities for conducting exit surveys. The purpose of the standardized exit survey is to provide voluntarily separating employees the opportunity to communicate their reasons for leaving. The information provided will be shared with VA supervisors, managers, leadership, and human resource professionals to assist them in identifying methods to improve employee retention and morale at the local and national levels. Improved retention and morale will improve productivity and save VA organizations money that would otherwise be spent on recruitment and staffing.

## 2. POLICY

a. **General.** Exit surveys for employees who are voluntarily separating from employment with VA shall be administered in accordance with the procedures within this directive. Participation by separating employees in the exit survey is voluntary.

b. **Process.** Each employee who provides notice that he or she is voluntarily separating from VA employment shall be offered an opportunity to complete the exit survey that is provided by the Office of Human Resources Management (OHRM). Voluntary separation includes resignation and transfer to another Federal agency, but not transfers within VA or termination due to performance and/or conduct.

(1) The exit survey shall be part of the clearance process, but is voluntary and therefore, will not impact or delay distribution of the employee's final paycheck.

(2) Separating employees shall be provided an advance e-mail notification with the Web site address and a message explaining the purpose of the survey, encouraging the employee's participation, providing the station number to be used for the survey, and advising the employee that he or she may use a VA computer to complete the survey.

(3) If advance e-mail notification is not possible, the separating employee shall be offered the opportunity to complete the survey at the time of clearance.

(4) At the time of clearance, the Human Resources (HR) representative shall provide an opportunity for the separating employee to complete the survey, if he or she has not already done so. The HR representative shall explain the purpose of the survey, ask if the employee would like to complete the survey, and provide the employee the station number to be used for the survey and instructions on accessing and using the Web site.

(5) The HR representative shall note on the clearance checklist that the employee was provided the opportunity to complete the survey. No other documentation relating to the exit survey shall be filed in an employee's personnel file.

**c. Data Collection and Analysis**

(1) Responses to the survey are confidential. Analyses will not be conducted on organizational units with less than 10 respondents to ensure summary responses do not identify individual employees.

(2) Exit survey data shall be stored in a Departmental database. OHRM shall collect and distribute exit information on a quarterly basis. OHRM will coordinate with the Administrations and Staff Offices to determine the level of data (facility, national, Departmental) for these quarterly breakdowns.

(3) Survey results shall be used in workforce and succession planning activities. OHRM shall incorporate the use of exit survey analyses into annual workforce and succession planning guidance.

**3. RESPONSIBILITIES**

a. The Office of Human Resources Management shall:

(1) Develop and maintain the Intranet-based exit survey, database, guidance, and directive;

(2) Provide summary data to the Administrations and Staff Offices for analysis; and

(3) Incorporate the use of exit survey analyses into annual workforce and succession planning guidance.

b. VA facility HR representatives shall:

(1) Include the OHRM exit survey as part of its clearance list and maintain the clearance records;

(2) Notify separating employees, utilizing the Web site link provided by OHRM, of the opportunity to participate in the survey, as detailed in subparagraphs 2.b.(2) – 2.b.(5).

(3) Notify his or her Human Resources Management Officer or OHRM if they experience problems with the survey process.

c. Under Secretaries, Assistant Secretaries, and Other Key Officials shall:

(1) Implement, oversee, and ensure accountability for the policies contained in this directive within their organization;

(2) Ensure proper resources (e.g., computers) are available for implementing the directive; and

(3) Ensure that the information obtained from the exit surveys are incorporated into organizational workforce and succession plans.